



City of Seattle
Human Services Department

2015 University District Youth Center Request for Qualifications

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**City of Seattle
Human Services Department**

**2015
University District Youth Center
Request for Qualifications**

GUIDELINES

I. Introduction

The Youth and Family Empowerment Division of the City of Seattle Human Services Department (HSD) is seeking applications from agencies interested in providing Case Management and Drop-in Center basic need services for homeless youth and young adults.

This Request for Qualifications (RFQ) is open to community-based, non-profit agencies that are currently providing services for homeless youth and young adults. HSD is interested in funding one agency to take on the contract for the current University District Youth Center (UDYC) site, leased from the University Congregational United Church of Christ, and provide Drop-in Center basic need services and PRO Youth (Partners Reaching Out to Youth Countywide) Case Management. It is HSD's expectation that the funded agency will maintain two existing Memorandums of Understanding (MOU) with the Seattle School District for the UDYC interagency school and with Ryther for their chemical dependency services. Funding will be focused on two full-time case managers connecting homeless youth and young adults to housing and increased income, as well as drop-in center staff providing basic need services including but not limited to: laundry, showers, meals, clothing, and resource sharing.

Approximately \$224,131 is available through this RFQ from the following sources:

Fund Sources	RFQ Amount
<i>UDYC Drop-in Center HSD General Fund</i>	\$113,255
<i>PRO Youth-McKinney Fund</i>	\$69,397
<i>PRO Youth-HSD General Fund -McKinney Match</i>	\$41,479
Total	\$224,131

Initial awards will be made for the period of January 1, 2016 through December 31, 2016. The City of Seattle Human Services Department intends to contract with one homeless youth provider organization at a maximum of \$224,131 to help ensure that the desired result of HSD's homeless youth and young adult investments are children and youth prepared for school and life, as indicated by youth and young adult's transition successfully to adulthood. Future funding will be contingent upon performance and funding availability.

All materials and updates to the RFQ are available on HSD's Funding Opportunities web page at www.seattle.gov/humanservices/funding/. If you have any questions about the University District Youth Center RFQ, please contact:

Marci Curtin, Funding Coordinator via email at marci.curtin@seattle.gov or

Pat Wells, Youth and Young Adult Programs Manager via email at pat.wells@seattle.gov

II. Timeline

Funding Opportunity Released	Monday, September 21, 2015
Information Session	Thursday, September 24, 2015 1:30p.m. to 3:00p.m. University District Library - Meeting Room 5009 Roosevelt Way N.E. Seattle, WA 98105
Last Day to Submit Questions	Monday, October 5, 2015 by 12p.m. (noon)
Application Deadline	Monday, October 12, 2015 by 12p.m. (noon)
Planned Award Notification	Wednesday, November 18, 2015
Contract Start Date	Friday, January 1, 2016

HSD reserves the right to change any dates in the RFQ timeline.

III. HSD Guiding Principles

In addition to the investment outcomes stated in this RFQ, investments will reflect the Seattle Human Services Department's vision, mission and values and support the department's theory of change.

Vision

The vision of the Seattle Human Services Department is that all basic needs in our communities are met through innovative and collaborative approaches. Greater Seattle is a place where the richness of our diversity is valued, all of our communities thrive, and people grow up and grow old with opportunity and dignity.

Mission

The mission of the Seattle Human Services Department is to connect people with resources and solutions during times of need so we can all live, learn, work and take part in strong, healthy communities.

Values

We accomplish our mission by adhering to core values and funding programs whose work supports them:

- **Vision** – we are future-focused, funding outcomes that create a stronger community.
- **Innovation** – we foster an environment where creativity and new approaches are valued, tested, refined and implemented.
- **Results** – we fund and administer programs that are accountable, cost-effective, and research-based, ensuring people receive high-quality services.
- **Equity** – our resources are devoted to addressing and eliminating racial, social, economic, and health disparities in our community.
- **Creative collaboration** – we share the collective wisdom of our colleagues and community to develop and implement programs.
- **Service** – we ensure the programs we support are accessible to all community members and deliver high-quality, welcoming customer service.

IV. HSD's Commitment to Funding Culturally Responsive Services

HSD has developed investment principles that reflect our commitment to funding culturally responsive services to create positive outcomes for service recipients. Agencies applying for investment will demonstrate the capacity to institute these principles through routine delivery of client-centered and strength-based services that are culturally:

1. **COMPETENT**, as demonstrated by “a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or profession that enables that system, agency, or profession to work effectively in cross-cultural situations”.¹ It is “the ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding”.² It is “the ability to function effectively in the midst of cultural differences. It includes knowledge of cultural differences, awareness of one’s own cultural values, and ability to consistently function with members of other cultural groups”.³
2. **RESPONSIVE** to the cultural and linguistic needs of diverse populations. Agencies have the capacity to effectively serve and engage persons of diverse backgrounds. Agencies commit to practicing cultural responsiveness throughout all levels of the program, including policy, governance, staffing, and service model and delivery. Agencies make every effort to recruit and retain a work force (paid and voluntary) and policy-setting and decision-making bodies that are reflective of the target populations identified in the funding opportunity. For example, for those for whom English is not a primary language, agency staff will work to ensure that service recipients have access to culturally relevant interpreter services and/or written materials available in multiple languages.
3. **RELEVANT** in addressing the cultural needs of diverse populations whose models of engagement or cultural standards differ from mainstream practices. Agencies are staffed with people who have the cultural capacity to create authentic and effective relationships and provide culturally congruent services for members of specific cultural groups and/or communities of color. Commitment and experience of the agency reflects effective, mutually beneficial relationships with other organizations (such as grassroots or community-based organizations, churches, community networks, etc.) that are reflective of the populations being served via the investment.
4. **ACCESSIBLE** through language, location, and delivery style. Agencies have the capacity to overcome mainstream barriers and/or provide effective alternative strategies that enable service recipients to easily access mainstream and nontraditional programs and services.

V. Program Requirements

A. Overview of Investment Area

According to the National Alliance to End Homelessness it is estimated that over 550,000 homeless youth and young adults up to age 24 experience homelessness in a year. In 2015 “Count Us In”, Seattle/King County’s point in time count for homeless youth and young adults, reported there were 824 homeless or unstably housed youth and young adults on any given night. Of those young people, 332 were in shelter or living on the street. Homeless youth and young adults have unique reasons for entering homelessness compared to single adult or family homeless populations. Many youth under age 18 enter homelessness for the first time when they are evicted from their family’s home. Contributing factors may include family

¹ Cross, T., Bazron, B.J., Dennis, K. and Isaacs, M.R. (1989) Towards a Culturally Competent System of Care (Vol. 1). Washington, DC: National Technical Assistance Center for Children’s Mental Health, pg. 121.

² Coyne, C. (2001) “Cultural Competency: Reaching Out to All Populations”. PT Magazine, pgs. 44-50.

³ York, S. (2003) Roots and Wings: Affirming Culture in Early Childhood Programs. St. Paul, MN: Redleaf Press, pg. 161.

crisis/conflict, physical and sexual abuse, generational chemical dependency, family mental health issues, poverty, teen pregnancy, and sexual orientation or gender identity. In some cases, homelessness is postponed temporarily by “couch surfing” at friends or extended family’s homes. These youth are targets for exploitation once on the street and studies estimate approximately 40 to 60 percent of homeless youth will experience physical abuse and 17 to 36 percent will experience sexual abuse while homeless.

Once these youth turn 18 and become young adults homelessness looks different. These young people are often struggling to obtain housing due to a lack of employment and rental history that prevents them from getting a market rate apartment. Other young adults have moved into apartments, transitional living programs, or the homes of friends and family only to be evicted due to common developmental behaviors. Severe mental illness is often diagnosed as youth enter late adolescence and early adulthood which affects young adults’ transition to independence. Systems such as foster care and juvenile justice often “discharge” youth at 18 into homelessness. A recent national study found that 25 to 40 percent of youth in foster care became homeless upon emancipation. Chemical dependency is often a factor but is usually not a precursor to homelessness. Chemical dependency often increases with the amount of time young adults are on the streets or can also be a form of self-medication for undiagnosed mental health issues.

Due to the vulnerable nature of this population, it is imperative for HSD to fund low barrier services such as Drop-in Centers and Case Management programs that are able to quickly reach youth where they congregate. Drop-in Centers provide that safe place homeless youth need to connect to staff, build relationships, meet basic needs, and start the process of case management to find stable housing and increased income.

B. Overview of Service Delivery System - Program Model

This RFQ is funding one agency to contract for the University District Youth Center located at 4516 15th Ave NE, Seattle WA 98105. Services to be maintained include the following: drop-in center basic need services including Youth Housing Connection (YHC) drop-in assessments; PRO Youth HUD funded case management services including YHC PRO Youth assessments for case management program participants; memorandum of understanding (MOU) with the Seattle School District for the UDYC Interagency School; MOU with Ryther for chemical dependency services; and the lease agreement with the University Congregational United Church of Christ for the UDYC building.

C. Criteria for Eligible Clients

UDYC Drop-in Center client eligibility

- Homeless youth and young adults age 12 to 25

PRO Youth client eligibility

- Youth and young adults age 15 to 22
- Program participants must fall under HUD’s definition of homelessness and receive third party verification of homelessness

D. Expected Service Components

UDYC services must provide all of the following service components, either directly or in partnership with another agency or program:

1. PRO Youth

PRO Youth (Partners Reaching Out to Youth Countywide) is part of a larger HUD funded consortium of five agencies employing 10 case managers from across King County providing case management services to 650 homeless youth and young adults age 15 to 22 annually. Program outcome objectives are to successfully link homeless youth and young adults to permanent housing and increased income. The PRO Youth contract mandates two full-time case managers at UDYC to serve a maximum caseload of 35

youth and young adults per case manager, enrolling 76 new unduplicated youth and young adults per year, and serving approximately 100 youth and young adults annually including carryover program participants. PRO Youth case managers will provide YHC assessments for all program participants who are interested and will ensure that YHC housing assessments are input into the YHC database. PRO Youth staff will follow HUD mandated Safe Harbors data input for program intakes and exits.

2. UDYC Drop-in Center

The UDYC Drop-in Center will provide basic needs to homeless youth and young adults age 12 to 25 including but not limited to the following services: laundry, showers, clothing, meals, and resource sharing. Drop-in center hours will be informed by the needs of the University District providers and consumers. UDYC staff will continue to provide drop-in YHC housing assessments and provide needed YHC housing assessment data input.

3. Maintain Memorandums of Understanding with the following organizations:

- a. Seattle School District- UDYC Interagency School
 - Including space for classroom and staff offices
- b. Ryther- Contracted Chemical Dependency Services
 - Including space for one-on-one counseling sessions and access to temporary office space.

4. Maintain UDYC rental obligations with the University Congregational United Church of Christ

- a. The funded agency will be responsible to maintain maintenance, pay utilities, and coordinate communication on the lease agreement with the University Congregational United Church of Christ.

Agencies demonstrating the ability to leverage other funding sources, partnerships, and collaborations will receive additional points in the application rating process.

E. Description of Key Staff and Staffing Level

The homeless youth organization must have an administrator responsible for managing this contract, a business office capable of invoicing the city and maintain an approved general ledger system of accounts, and data system staff able to input data into HMIS/Safe Harbors and complete required data reports.

The UDYC staff should reflect the demographics of the homeless youth and young adults being served. Staffing for PRO Youth will include two full-time case managers and drop-in center staffing should be adequate to safely cover open hours for drop-in center supervision.

F. Anticipated Annual Deliverable Outcomes/Milestones

UDYC Drop-in Center Outcome

- 750 unduplicated homeless youth and young adults 12 to 25 utilize the drop-in center to meet basic needs

PRO Youth Case Management Outcomes

- 76 homeless youth and young adults enroll in PRO Youth case management
- 43 homeless youth move to stable housing
- 30 homeless youth exit to permanent housing
- 20 homeless youth exit to permanent housing and maintain that housing for 6 months
- 40% homeless youth exit with mainstream benefits
- 39 homeless youth exit with increased income

G. Other Regulations Applicable to the Investment Area

The PRO Youth Case Management program is funded through HUD/McKinney and must comply with the following requirements:

- Specific homeless eligibility that must be verified through a third party
- Budget line items may include staff and case management operating costs but must exclude indirect charges, client incentives, and rental assistance
- Data reporting through HMIS

VI. Agency Eligibility

Applications meeting the requirements of this RFQ will be accepted from any legally constituted entities that meet the following conditions:

- Applicant must meet all licensing requirements that apply to its organization. Companies must license, report and pay revenue taxes for the Washington State Business License (UBI#) and Seattle Business License, if they are required by the laws of those jurisdictions.
- Applicant must be incorporated as a private non-profit corporation in the State of Washington and must have been granted 501(C) (3) tax exempt status by the United States Internal Revenue Service, the applicant's 501(C) (3) status must be in good standing and must not have been revoked in the previous calendar year.
- The applicant must have a Federal Tax ID number/employer identification number (EIN) to facilitate payments from the City of Seattle to the provider.

VII. Client Data and Program Reporting Requirements

Agencies must be able to collect and report client-level demographic and service data as stated in any resulting contract. Agencies must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases.

Agencies will be required to report client-level data, program services/activities, unduplicated numbers of households assisted, and program outcomes in Safe Harbors HMIS as a condition of funding. Direct data entry is required, and data integration is not permitted.

VIII. Contracting Requirements

- Any contract resulting from this RFQ will be between the City of Seattle, through its Human Services Department, and the applicant agency (referred to as "Contractor" in this section).
- Contracts may be amended to ensure that services and outcomes align with the community needs or due to availability of funding.
- Contractors will be required to comply with the Terms and Conditions of the Human Services Department Master Agency Services Agreement (MASA). These requirements shall be included in any contract awarded as a result of the RFQ and are not negotiable. A copy of the MASA is available at <http://www.seattle.gov/humanservices/funding/>.

- HSD will attach Exhibits and Attachments to all resulting contracts which will further specify program terms, rules, requirements, guidelines and procedures.
- Contractors will be required to maintain books, records, documents, and other evidence directly related to performance of the work in accordance with Generally Acceptable Accounting Procedures. The City of Seattle, or any of its duly authorized representatives, shall have access to such books, records and documents for inspection, audit, and copying for a period of seven (7) years after completion of work.
- Contractors must complete all required reports and billing documentation as stated herein and in any resulting contract. Reimbursement will be contingent upon receipt and approval of required reports. Additional data may be required for audit or evaluation purposes.
- All programs funded through this RFQ must publicly recognize HSD's contribution to the program.
- Contractors will maintain a commercial general liability insurance policy with a minimum limit of \$1,000,000, naming the City of Seattle as insured.
- Contractors must have the capacity to protect and maintain all confidential information gained by reason of any resulting contract against unauthorized use, access, disclosure, modification or loss.
- Contractors must be able to collect and report data as described in Section VII.
- HSD accepts no responsibility or obligation to pay any costs incurred by any applicant agency in the preparation or submission of a proposal or application or in complying with any subsequent request by HSD for information or participation throughout the evaluation and selection process.

IX. Selection Process

This RFQ is competitive. All interested parties must submit a complete application packet by the deadline to be considered for funding. All completed applications turned in before the deadline that meet the minimum eligibility qualifications will be reviewed and individually scored by members of the review committee. The review committee will forward their funding recommendations to the HSD Director for final decision regarding the award(s). Notification of investment awards will be sent to the Executive Director of the applicant agency (or similar level agency management staff indicated on the Application Cover Sheet).

Applications not meeting submittal requirements or minimum eligibility qualifications will be deemed non-responsive and will be eliminated from further consideration. HSD reserves the right to identify, seek clarification and accept or waive any nonmaterial irregularities or informalities in determining whether or not an application is responsive.

Applications will be rated based on the criteria for providing the required services outlined in the Guidelines and Application materials. HSD reserves the right to contact the primary contact person listed on the agency's completed Application Cover Sheet (Attachment 2) to clarify application contents. HSD also reserves the right to schedule and conduct interviews and/or site visits with applicants prior to forwarding funding recommendations to the HSD Director.

Due to the competitive nature of this RFQ, beyond any scheduled information sessions offered by HSD, no individual technical assistance will be provided until the appeals process has closed. Applicants may not rely on oral communication from HSD staff at any information session, interview, site visit or otherwise and must review all written materials and addendums related to this RFQ.

HSD reserves the right to make an award(s) without further discussion of the proposal submitted. Therefore, the application should be submitted on the most favorable terms. If the application is selected for funding, applicants should be prepared to accept the proposed terms for incorporation into a contract resulting from this RFQ.

HSD also reserves all rights not expressly stated in the RFQ, including making no awards or awarding partial funding and negotiating with any proposer regarding the funding amount and other terms of any contract resulting from this RFQ.

X. Appeal Process

An applicant is any legal entity that has responded to a formal funding process conducted by the City of Seattle Human Services Department in soliciting applications for the provision of defined services. Applicants have the right to protest or appeal certain decisions in the award process made by HSD.

The following outlines the opportunities for applicants to appeal a decision made by HSD at two distinct points in the funding process:

1. **Minimum Eligibility Screening Appeal Process:** This process is applicable to applicants notified by HSD that their application was incomplete and/or did not meet the minimum eligibility requirements outlined in the Guidelines and Application document for the specific funding opportunity, and therefore will not be reviewed for funding consideration.
2. **Post-Notice of Award Appeal Process:** This process is applicable to applicants notified by HSD of the final status of their application, as determined by the HSD Director, upon the conclusion of the review and rating process.

While the grounds for appeals and deadlines differ, both processes will follow the same appeal format and content requirements and decision process, except as otherwise stated herein.

Minimum Eligibility Screening Appeal Process

Grounds for Appeals:

This process applies only to applicants wishing to appeal a decision regarding failure to submit a complete application or failure to meet the minimum eligibility requirements outlined in the funding opportunity. An appeal will only be determined to have merit if the applicant proves that the application submitted did meet the minimum requirements, qualifications, formatting standards, and was complete, and that the initial determination of ineligibility was in error. No additional information or details not included in the original application will be considered.

Appeals Deadlines:

1. The Human Services Department will notify applicants in writing if their application was incomplete and/or did not meet the minimum eligibility requirements outlined in the Guidelines and Application document for the specific funding opportunity.
2. Within five (5) business days from the date of the written notification by HSD, the applicant may submit a written appeal to the HSD Director.
3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision by the HSD Director will be made within ten (10) business days of the receipt of the appeal. The HSD Director's decision is final.
4. HSD will not finalize a contract resulting from the solicitation until the appeal process has closed; however, an appeal may not prevent HSD from moving forward with the application review and rating

process. HSD reserves the right to issue an interim contract for services to meet important client needs.

Post-Notice of Award Appeal Process

Grounds for Appeals:

Only an appeal alleging an issue concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest.
- Violation of policies or failure to adhere to guidelines or published criteria and/or procedures established in a funding opportunity.

Appeals Deadlines:

1. The Human Services Department will notify all applicants in writing of the final status of their application. For awarded applications, if appropriate, the level of funding to be allocated will be stated.
2. Within ten (10) business days from the date of the written notification by HSD, the applicant may submit a written appeal to the HSD Director.
3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision by the HSD Director will be made within ten (10) business days of the receipt of the appeal. The HSD Director's decision is final.
4. HSD will not finalize a contract resulting from the solicitation until the appeal process has closed; however, HSD reserves the right to issue an interim contract for services to meet important client needs.

Appeal Format and Content:

A notice to HSD staff that an applicant intends to appeal does not reserve the right to an appeal. The applicant must file an appeal within the required deadline and follow the proper format. A casual inquiry, complaint or an appeal that does not provide the facts and issues, and/or does not comply with the form, content or deadline herein, will not be considered by the Department or acted upon as an appeal.

All appeals shall be in writing and state that the applicant is submitting a formal appeal. Deliveries by hand, mail or email are acceptable methods. HSD is not responsible for ensuring that an appeal is received within the appeal deadlines. If HSD does not receive the appeal by the deadline, the protest will be rejected.

Appeals must be addressed to:

Catherine Lester, HSD Director
Seattle Human Services Department
700 5th Avenue, Suite 5800
P.O. Box 34215
Seattle, WA 98124-4125

Email: Catherine.Lester@seattle.gov

Include the following information and any additional information you would like considered in the appeal. Failure to provide the following information can result in rejection of the appeal if the materials are not sufficient for HSD to adequately consider the nature of the appeal:

1. Agency name, mailing address, phone number and name of individual responsible for submission of the appeal;

2. Specify the funding opportunity title;
3. State the specific action or decision you are appealing;
4. Indicate the basis for the appeal including specific facts;
5. Indicate what relief or corrective action you believe HSD should make;
6. Demonstrate that you made every reasonable effort within the funding process schedule to resolve the issue, including asking questions, attending information sessions, seeking clarification and otherwise alerting HSD to any perceived problems; and
7. Signed by the Agency's Executive Director or similar level agency management staff.

Appeals Process:

Within two (2) business days of receiving an appeal according to the appeals submission process outlined herein, the applicant will receive a receipt from the HSD Director's Office notifying the applicant of the date, time and method by which the appeal was received. If the applicant does not receive a receipt within two business days, it should be assumed that HSD did not receive the appeal and it will therefore not be considered.

The HSD Director will review the appeal. All available facts will be considered and the HSD Director shall issue a final decision. This decision shall be delivered in writing by email or mailed letter to the individual making the appeal and the Agency's Executive Director or similar level agency management staff who signed the appeal.

Each written determination of the appeal shall specify whether the HSD Director:

1. Finds the appeal lacking in merit and upholds the City action; or
2. Finds only immaterial or harmless errors in HSD's funding process and therefore rejects the appeal; or
3. Finds merit in the appeal and:
 - a. **For the Minimum Eligibility Screening Appeal Process:** proceeds with inclusion of the original application, as submitted, in the application review and rating process. (This does not guarantee an award from the funding process, but rather allows the originally rejected application to re-enter the evaluation process for funding consideration.)
 - b. **For the Post-Notice of Award Appeal Process:** states the appropriate action, which may include but is not limited to rejecting all intended awardees or re-tabulating scores.

If HSD finds an appeal without merit, HSD may continue with the funding process (contract execution). Even if the appeal is determined to have merit, HSD may issue an interim contract for services to meet important client needs. Nothing herein shall diminish the authority of HSD to enter into a contract, whether an appeal action or intention to appeal has been issued or otherwise.



City of Seattle
Human Services Department

2015
University District Youth Center
Request for Qualifications

APPLICATION

Instructions and Materials

This Application Instructions and Materials packet contains information and materials for respondents applying for the 2015 University District Youth Center Request for Qualifications (RFQ). The RFQ Guidelines is a separate document that outlines the RFQ award process and provides more details on the service and funding requirements.

I. Submission Instructions & Deadline

Completed application packets are due by 12:00 p.m. (noon) on Monday, October 12, 2015.

Application packets must be received in person, by mail, or electronic submission. No faxed or e-mailed proposals will be accepted. Proposals must be received and date/time stamped by the 12:00 p.m. (noon) deadline. *Late or incomplete proposals or proposals that do not meet the minimum eligibility requirements outlined in this RFQ will not be accepted or reviewed for funding consideration.*

Applicants must make arrangements to ensure that applications are received by HSD by the deadline, regardless of the submission method selected. When using HSD's Online Submission System, it is advisable to upload application documents several hours prior to the deadline in case you encounter an issue with your internet connectivity which impacts your ability to upload documents. HSD is not responsible for ensuring that applications are received by the deadline.

- Electronic Submittal: Application packets may be submitted electronically via HSD's Online Submission System at <http://web6.seattle.gov/hsd/rfi/index.aspx>.
- Hand Delivery or US Mail: The application packet can be hand-delivered or mailed to:

Seattle Human Services Department
RFQ Response – University District Youth Center
Attn: Marci Curtin

Delivery Address
700 5th Ave., 58th Floor
Seattle, WA 98124-4215

Mailing Address
700 5th Ave., Suite 5800
P.O. Box 34215
Seattle, WA 98124-4215

II. Format Instructions

- A. Applications will be rated only on the information requested and outlined for this RFQ. Do not include a cover letter, brochures, or letters of support. Applications that do not follow the required format will be deemed unresponsive and will **not** be rated.
- B. The application should be typed or word processed on double-sided, letter-sized (8 ½ x 11-inch) sheets. Please use one-inch margins, single spacing, and minimum size 12-point font.
- C. The application may not exceed a total of 8 pages including the narrative sections and attachments (unless the attachment is requested and specifically states that it will not count toward the page limit).
- D. Organize your application according to the section headings that follow. For the narrative sections, please include section titles, subheadings and questions that are in bold print. You do not need to rewrite the questions for specific elements of each question.

III. Proposal Narrative & Rating Criteria

Write a narrative response to sections A – E. Answer each section completely according to the questions. Do not exceed a total of 8 pages for section A – E combined.

NARRATIVE QUESTIONS

A. PROGRAM DESIGN DESCRIPTION (30 points)

1. This funding will be used to contract for the existing UDYC Drop-in Center and PRO Youth programs serving homeless youth and young adults in the current program facility. Using the information in Section V of the RFQ Guidelines, describe how your organization's program model would meet these requirements. Applicants will be expected to describe the following:
 - How your organization will take on the UDYC Drop-in Center and PRO Youth programs.
 - Outline UDYC Drop-in Center and PRO Youth key service components and when services will be delivered.
 - Describe how service components will help the programs achieve the required outcomes.
2. Describe your organization's experience working with University District homeless youth and young adult providers. If no experience, what is your plan to connect to University District providers in order to provide holistic services?
3. Describe how you will solicit input from clients served, and incorporate into your program and on-going services.
4. There are two existing memorandums of understanding (MOU) with agencies providing services in the UDYC building. Using the information in Section V of the RFQ Guidelines, describe how your organization will support the MOU's and lease agreement for the UDYC.

Rating Criteria – A strong application meets all of the criteria listed below.

- Applicant presents a thorough plan to move into the UDYC building and begin providing Drop-in Center and PRO Youth case management services.
- Applicant presents a thorough description of the program that includes an understanding of the service components and evidence of likely success in meeting outcomes.
- Applicant demonstrates an ability to build upon existing service delivery systems.
- Applicant demonstrates an ability to comply with program requirements.
- Applicant demonstrates an understanding of the unique needs of the homeless youth and young adult population.

- Applicant has experience working with University District providers or has a plan to increase connection to University District providers if funded.
- Applicant describes plan for receiving client feedback and describes how information will inform programming.
- Applicant has a plan to support the MOU's and lease agreement outlined in Section V of the RFQ Guidelines.

B. CAPACITY AND EXPERIENCE (30 points)

1. The selected organization must have been in operation and providing homeless youth and young adult services for at least three years and demonstrate capacity for immediate implementation of homeless youth and young adult services upon contract award. The selected organization must have an administrator responsible for managing the contracts. Please describe your organization's capacity and experience in these areas.
2. Describe your organization's experience with HMIS/Safe Harbors and Youth Housing Connection (YHC) databases, data management, collecting, storing, and analyzing client information and program activities. Describe your organization's experience with YHC assessments.
3. Describe your plan for staff recruitment, training, supervision and retention for the proposed program. Complete the Proposed Personnel Detail Budget (Attachment 4; this does not count toward the 8 page narrative limit).
4. Describe your organization's financial management system. How do you establish and maintain general accounting principles, sound accounting systems, and internal controls? Entities without such capabilities may wish to have an established agency act as fiscal agent.

Rating Criteria – A strong application meets all of the criteria listed below.

- The applicant has at least three years of experience in delivering homeless youth and young adult services.
- Applicant demonstrates capacity for immediate implementation of services at the time of contract award.
- Applicant demonstrates an understanding of and capacity for data management and YHC assessments.
- Applicant has sufficient number of qualified staff or partners to deliver the services as described, or a plan to build staff capacity in a short time.
- Applicant demonstrates capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds which may be awarded under the terms of this RFQ.

C. PARTNERSHIPS AND COLLABORATION (15 points)

1. The Applicant should have strong existing partnerships and collaborations, as well as a plan for additional partnerships and collaborations, as needed, to coordinate services and support homeless youth and young adults. Please describe your partnerships and collaborations, both existing and proposed for this project. Explain the roles and responsibilities of the various partners.
2. Describe how you will refer clients to other homeless youth and young adult programs and agencies in a proactive, seamless, client-friendly manner.

Rating Criteria – A strong application meets all of the criteria listed below.

- Applicant has effective partnerships and collaborations that enhance service quality, minimize duplication, enhance the resources available and provide benefit to program participants.
- Applicant has provided information about program collaborations and partnerships which will enhance programming for participants.
- Applicant demonstrates seamless client referrals to other programs and agencies.

D. EQUITY, CULTURAL RESPONSIVENESS, AND SOCIAL JUSTICE (15 points)

1. Describe your experience providing services to people who have been historically oppressed by systemic discrimination including racial and ethnic minorities, immigrants and refugees, low-income populations, homeless, English language learners, LGBTQ, and disabled. If experience is limited, what steps will you take to provide culturally competent services?
2. Describe how the agency board and staff represent the cultural, linguistic and socio-economic background of program participants.
3. Describe your program's strategy for ensuring that underserved, cultural, ethnic, and linguistic groups receive culturally competent and responsive services as evidenced by your policies, procedures and practices.
4. What kind of trainings does your agency provide to support cultural competency?

Rating Criteria – A strong application meets all of the criteria listed below.

- Applicant demonstrates understanding of cultural competence and describes how cultural competence is incorporated into the program and service delivery.
- Applicant has a proven track record of providing culturally and linguistically relevant services to diverse populations.
- Applicant's board and staff composition reflects the cultural and linguistic characteristics of the program participants.
- Applicant's policies and procedures demonstrate a respect and appreciation for the cultural and linguistic characteristics of the program participants.
- Applicant has demonstrated a commitment to ongoing training and development within the agency to promote and support culturally competent service delivery.

E. BUDGET AND LEVERAGING (10 points)

1. Complete the Proposed Program Budget (Attachment 3; this does not count toward the 8 page narrative limit). The costs reflected in this budget should be for the service area only, not your total agency budget.
2. Describe how these funds will be used and identify other resources and amounts that will be used to leverage support for the clients served by this program.
3. Describe how your agency ensures adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFQ.
4. Describe how your agency has the capability to meet program expenses in advance of reimbursement.

Rating Criteria – A strong application meets all of the criteria listed below.

- Costs are reasonable and appropriate given the nature of the service, the program participant population, the proposed level of service, and the proposed outcomes.
- The proposed program is cost effective given the type, quantity, and quality of services.
- The applicant identifies other funds to be used with any funds awarded from this RFQ for providing the services described in the proposal, and provides evidence that these funds are sustainable.
- The applicant has a demonstrated capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFQ.
- The applicant demonstrates the capability to meet program expenses in advance of reimbursement.

Total = 100 points

IV. Application Checklist

A completed application packet must include all of the following items:

1. A completed and signed two-page Application Cover Sheet (Attachment 2).
2. A completed Narrative response (see Sections II & III for instructions).
3. A completed Proposed Program Budget (Attachment 3).
4. A completed Proposed Personnel Detail Budget (Attachment 4).
5. A copy of your agency's most recent financial audit.
 - a. If your agency does not have a recent financial audit, provide a copy of your most recent IRS Form 990 (nonprofit agencies only) or latest business income tax return (for-profit agencies only).
6. A copy of your agency's financial statement from the last fiscal year, certified by your agency's Chief Financial Officer (CFO) or financial manager.
7. A current certificate of nonprofit status or evidence of incorporation or status as a legal entity. Your agency must have a federal tax identification number/employer identification number.
8. A current certificate of commercial general liability insurance.
9. If your agency has an approved indirect rate, a copy of proof that the rate is approved by an appropriate federal agency or another entity.
10. Roster of your agency's current Board of Directors.

An incomplete application packet will be deemed unresponsive and will **not** be rated.

V. List of Attachments & Related Materials

- | | |
|---------------|----------------------------------|
| Attachment 1: | Application Checklist |
| Attachment 2: | Application Cover Sheet |
| Attachment 3: | Proposed Program Budget |
| Attachment 4: | Proposed Personnel Detail Budget |

2015 University District Youth Center RFQ Application Checklist

This optional checklist is to help you complete your application packet prior to submission. Please do not submit this form with your application.

HAVE YOU....

- ☐ **Completed and signed the 2-page Application Cover Sheet (Attachment 2)?***
- ☐ **Completed the Narrative response?**
 - Must not exceed 8 pages (8 ½ x 11), single spaced, double-sided, size 12 font, with 1 inch margins.
 - Page count does not include the required forms (Attachments 2, 3 and 4) and supporting documents.
 - A completed narrative response addresses all of the following:
 - ☐ Program Design Description (30%)
 - ☐ Capacity and Experience (30%)
 - ☐ Partnership and Collaboration (15%)
 - ☐ Cultural Competency (15%)
 - ☐ Budget and Leveraging (10%)
- ☐ **Completed the Proposed Program Budget (Attachment 3)***
- ☐ **Completed the Proposed Personnel Detail Budget (Attachment 4)***
- ☐ **Attached the following supporting documents?***
 - ☐ A copy of your agency's most recent financial audit (or Form 990 or tax return, per Section IV)
 - ☐ A copy of your agency's financial statement from the last fiscal year, certified by your agency's CFO or financial manager
 - ☐ A current certificate of nonprofit status or evidence of incorporation or status as a legal entity
 - ☐ A current certificate of commercial general liability insurance
 - ☐ If your agency has an approved indirect rate, have you attached a copy of proof that the rate is approved by an appropriate federal agency or another entity?
 - ☐ Roster of your current Board of Directors

**These documents do not count against the 8 page limit for the proposal narrative section.*

All applications are due to the City of Seattle Human Services Department by **12:00 p.m. (noon) on Monday, October 12, 2015**. Application packets received after this deadline will not be considered. See Application Section I for submission instructions.



**City of Seattle
Human Services Department**

**2015 University District Youth Center RFQ
Application Cover Sheet**

1. Applicant Agency:			
2. Agency Executive Director:			
3. Agency Primary Contact			
Name:		Title:	
Address:			
Email:			
Phone #:			
4. Organization Type			
<input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify):			
5. Federal Tax ID or EIN:		6. DUNS Number:	
7. WA Business License Number:			
8. Proposed Program Name:			
9. Funding Amount Requested:			
10. # of clients to be served:			
11. Partner Agency (if applicable):			
Contact Name:		Title:	
Address:			
Email:		Phone Number:	
Description of partner agency proposed activities:			
12. Partner Agency (if applicable):			
Contact Name:		Title:	
Address:			
Email:		Phone Number:	
Description of partner agency proposed activities:			

Authorized signature of applicant/lead agency

To the best of my knowledge and belief, all information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all contractual obligations if the applicant is awarded funding.

Name and Title of Authorized
Representative: _____

Signature of Authorized Representative: _____ Date: _____

2015 University District Youth Center RFQ
Proposed Program Budget
January 1, 2016 to December 31, 2016

Applicant Agency Name:	
Proposed Program Name:	

Item	Amount by Fund Source				Total Project
	Requested HSD Funding <u>Drop-in Center</u>	Requested HSD Funding <u>PRO Youth</u>	Other ¹	Other ¹	
1000 – PERSONNEL SERVICES					
1110 Salaries (Full- & Part-Time)					
1300 Fringe Benefits					
SUBTOTAL – PERSONNEL SERVICES					
2000 – SUPPLIES					
2100 Office Supplies					
2200 Operating Supplies ²					
2300 Repairs & Maintenance Supplies					
SUBTOTAL - SUPPLIES					
3000-4000 – OTHER SERVICES & CHARGES					
3100 Expert & Consultant Services					
3140 Contractual Employment					
3150 Data Processing					
3190 Other Professional Services ³					
3210 Telephone					
3220 Postage					
3300 Automobile Expenses					
3310 Convention & Travel					
3400 Advertising					
3500 Printing & Duplicating					
3600 Insurance					
3700 Public Utility Services					
3800 Repairs & Maintenance					
3900 Rentals – Buildings					
Rentals – Equipment					
4210 Education Expense					
4290 Other Miscellaneous Expenses ⁴					
4999 Administrative Costs/Indirect Costs ⁵					
SUBTOTAL – OTHER SERVICES & CHARGES					
TOTAL EXPENDITURES					

¹ Identify specific funding sources included under the “Other” column(s) above:

	\$
	\$
	\$
	\$
Total	\$

² Operating Supplies – Itemize below (Do Not Include Office Supplies):

	\$
	\$
	\$
	\$
Total	\$

³ Other Professional Services – Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁴ Other Miscellaneous Expenses – Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁵ Administrative Costs/Indirect Costs – Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁵ Administrative Costs/Indirect Costs: Human Services Department policy places a fifteen percent (15%) cap on reimbursement for agency indirect costs, based on the total contract budget. Restrictions related to federal approved rates and grant sources still apply.

Does the agency have a federally approved rate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, provide the rate.		

**2015 University District Youth Center RFQ
Proposed Personnel Detail Budget
January 1, 2016 to December 31, 2016**

Applicant Agency Name:	
Proposed Program Name:	

Agency's Full-Time Equivalent (FTE) =		hours/week			Amount by Fund Source(s)				
Position Title	Staff Name	FTE	# of Hours Employed	Hourly Rate	Requested HSD Funding <u>Drop-in Center</u>	Requested HSD Funding <u>PRO Youth</u>	Other Fund Source	Other Fund Source	Total Program
Subtotal – Salaries & Wages									
Personnel Benefits:									
FICA									
Pensions/Retirement									
Industrial Insurance									
Health/Dental									
Unemployment Compensation									
Subtotal – Personnel Benefits:									
TOTAL PERSONNEL COSTS (SALARIES & BENEFITS):									